CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1893   **TITLE:** IT PROGRAM DIRECTOR III   **GRADE:** S-36

DEFINITION:
Under administrative supervision in the Department of Information Technology, serves as chief architect for technology infrastructure or application development technology areas; oversees planning, implementation, maintenance and integration of information technology and communications systems and the various associated technical platforms for a highly centralized enterprise technology environment; directs and manages all aspects of the technology design, architecture standards, development and implementation activities and resources including lifecycle management, architecture standards and interoperability, maintenance and operational support, integration, business intelligence and reporting, systems management emergency event response, and customer services activities; supervises senior technical and/or functional managers responsible for the related platform disciplines; responsible for maintaining systems operability and optimal performance; integrates activities with other IT Program Director functions, the IT Security and Court Technology Offices, and Executive and Regional programs directors in the Department of Information Technology; develops procedures and ensuring compliance; project management oversight, managing staff functions at multiple locations across the county; and supporting activities associated with county emergency operations center activation; manages technical staff resources including on-going use of IT consultants to provide expert assistance and staff augmentation in the application of new technology; serves as principle member of the Department of Technology leadership team; acts in the absence of the department director or deputy; participates in IT planning and research, policy development, performance measurement, project management and personnel and contract management; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:
This is managerial work ensuring the effective functioning of a major IT program area and the integration in County operations. Although positions in the IT Program Director I, II, and III classes share common administrative duties, positions in this class manage operations dealing with a portfolio of technology that is more complex, dynamic, changing and consist of enterprise wide or cross enterprise scope, scale, with the span of control for multiple IT Program areas; and which may require routine hands-on round the clock support sustaining the County government 24 X 7 system availability requirements. In addition, IT Program Director III positions manage IT operations that impact all County Agencies and may directly supervise IT Program Director I, IT Program Director II and IT Program Manager I or II staff, while IT Program Director I and II positions typically manage IT operations that impact a more limited number of Agencies or perform special expert strategic functions.

ILLUSTRATIVE DUTIES:
Manages all activities relating to the policy, development, implementation and maintenance of the County IT enterprise –wide technology environment and associated platforms and/or communications technologies supporting all agencies;
Combines the goals of the County with advancements in the IT field into specific IT goals, objectives, and solutions for effective operations;

Directs and manages the provision of a broad range of technical support services to assist end-users and County agencies in maximizing business value derived from information technology;

Participates as a active member of the Department of Information Technology's senior management team, and takes leadership in ensuring collaborative processes across divisional boundaries for systems implementation and management;

Develops policies and procedural memorandums for divisional activities; puts procedures in place that ensures reliability, optimum performance, security and capacity of applications or infrastructure systems;

Directs the development of IT project plans by facilitating and directing multi-disciplinary teams, developing requirements, and evaluating solutions, tracking expenditures, managing contracts, etc.;

Direct full life-cycle management of simultaneous IT projects;

Oversees division administrative matters including budget, contracts, audits coaching, and personnel;

Supervises senior technical directors and managers, and technical staff including staff performance evaluations, counseling, and promotion of learning and developmental opportunities;

Manages customer services functions for agency systems and/or end-user support;

Collaborates with other technology directors internally, DIT senior management, and customer agency leadership and management in developing solutions and services support programs aligned with County, agency and IT department mission, goals and objectives;

Stays abreast of new practices, trends, solutions, and standards to meet expanding requirements in the use of technology to support county vision elements, agency strategic plans and in identifying opportunities to improving service, overall value and optimal TCO;

Develops and tracks appropriate performance measurements and resource ratios;

Ensures sound lifecycle development methodology is developed and followed in implementation of systems;

Ensures development of disaster recovery and continuity of operations plans;

Activates and manages the deployment of IT support resources in supporting county emergency operations events;

Establishes interoperability standards to facilitate communication seamlessly and securely across disparate systems and/or jurisdictional boundaries as required to support agency business requirements;

Plans for lifecycle refresh for applications or infrastructure investments and assets;

Works with IT Security Director in developing and implementing IT security solutions within the IT infrastructure or applications systems layers and ensures operational compliance;

Represents the County IT program in sitting on various internal and or external committees, initiatives, and attending and/ or presenting at various professional conferences;

Develops and executes communications plans about the services and status reports for technology programs;

Participates in departmental strategic planning and strategy map initiatives;

Second in line of succession, on occasion, may represent agency head or deputy as senior agency authority as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
Thorough knowledge of the principles and practices of organizational management, budgeting, personnel administration, and financial management in a technology enterprise;
Extensive knowledge of County government or similar organizational entity operations;
Demonstrated expertise in contemporary technology infrastructure or applications systems in a multiple-platform, large-scale enterprise (e.g. various software language environments and applicable COTS, WEB, integration, interoperability solutions, database, business intelligence, CRM, ERP, document management, voice, data and video networks, server environments, security, storage, help desks, data center, etc);
Demonstrated expertise in technology infrastructure or information systems architecting or management in a multiple-platform, large-scale enterprise;
Knowledge of the methods and practices of operational tactical and strategic or long-range planning;
Ability to supervise and provide leadership to professional and management individuals as well as groups of employees of a variety of levels;
Understanding of the capabilities and requirements of various information systems architectures, platforms and their application or potential impact on county business functions;
Considerable knowledge of administrative and operational functions (e.g. planning, personnel management, budget, etc.) relevant to the position;
Progressive experience in supervising senior technical managers;
Exceptional oral and written communications skills in both technical and layman's vernaculars;
Ability to exercise decisions using sound judgment;
Thorough understanding of the requirements to support COOP, and ability to respond to emergency events.

EMPLOYMENT STANDARDS:
Any combination of education, experience, and training equivalent to the following:
Possession of a bachelor's degree in computer science, information technology, business or public administration, or closely related field; PLUS
Seven years of progressively responsible experience in applying and/or managing information technology systems and resources to meet the needs of a government or business organization.

CERTIFICATES AND LICENSES REQUIRED:
None.

REGRADED:	March 6, 2009
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